



GERRY MAE AMOGUES

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Project Management
- Customer Support
- Appointment Setting
- Social Media Management
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design
- Video Editing
- Email Management
- Administrative & Organizational Support

TOOLS

Aircall
Click Up
Notion
Shopify
Google Workspace
Canva
Capcut
Chatgpt
Microsoft Office Applications
Meta Business Suite
Surferseo
Hootsuite

PERSONAL PROFILE

A dedicated and highly motivated professional in **Administrative Assistance and Customer Service** with a strong background in exceeding expectations in fast-paced environments and has proven ability to build rapport with clients, troubleshoot issues effectively, and consistently deliver exceptional service. A tech-savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team based and independent capacities.

WORK EXPERIENCE

ADMINISTRATIVE ASSISTANT & CUSTOMER SERVICE REPRESENTATIVE

B2B Digital Solutions | January 2024 -August 2024

- Maintained positive work ethic and commitment to providing excellent service.
- Improve operations efficiency and customer satisfaction.
- Managed and coordinated supply chain processes.

TEAM LEADER

Red Ribbon Bayugan | 2020-2023

- Team Management that fosters professional development and cultivating a positive team environment.
- Managed a diverse range of administrative tasks such as file organization, maintained cash custody, and prepared detailed reports
- Organizes and plans essential central services

HEALTHCARE-BILLING & ENROLLMENT ASSOCIATE

Sutherland Global Service | 2018-2019

- Managed inbound calls from healthcare beneficiaries regarding billing and enrollment inquiries, ensuring prompt and accurate resolution and customer satisfaction.
- Utilized specialized software for efficiency and accuracy in data management.

EDUCATION HISTORY

Agusan del Sur College, Inc.

- Bachelor of Secondary Education, 2023